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I work with youth with all disabilities, including speech disabilities. About 5-10% of my consumers have speech disabilities or are deaf. The needs of persons with speech disabilities are important to me because all persons should have the right to be heard and understood as best as possible.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks. Sometimes it just takes a bit of time to be familiar with the speech patterns of someone with a speech disability. Spending that little time can make all the difference in communicating effectively.
- Operators should tell callers that everything is confidential.
- People with a speech disability need an easy way to reach Speech-To-Speech. It should be a program widely known enough so that it is accessible to those who need it.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training. STS is important and the more valued the STS operators are, the better work they'll do.